

# DR LOUISE COLLINGRIDGE

B.Sc (Logopaedics) UCT M.Sc (Audiology) UCT PhD (Linguistics) *Macquarie*

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## Current

### **Consultant (2010 to present)**

Quantitative and qualitative health research and practice management for: Australian Hearing, Central West Audiology, Cochlear Ltd, Connect Hearing, Dr David Houghton Audiology, Deaf Community of Cape Town, Fire & Rescue NSW, Healthy Hearing and Balance Care, North Shore Vertigo and Neurology Clinic, South Western Sydney Health District, Sydney Centre for ENT, Pinnacle Hearing and the HOME Network.

### **Executive Officer, Independent Audiologists Australia (2010 to present)**

Advocacy, education and administration, including advocating to government, liaison with sponsors, event management, website development, resource development and research supporting independent audiology practice.

### **Self Help for Hard of Hearing Australia – board member**

### **Honorary Associate, Department of Linguistics, Macquarie University**

## Career History

### **Clinic Owner – Attune Hearing (2009 to 2010)**

Developed paperless clinic and trained staff using the system. Provided advice to management and board of directors regarding policy, professionalism and strategic planning. Established a new clinical service and referral path in a local community.

### **University Audiology Clinic Manager, Macquarie University (2002 to 2009)**

Managed and developed the Macquarie University Audiology Clinic, a teaching and research facility. Responsible for management, administration, teaching, clinical service delivery, staff development and research supervision. Balanced organizational commercialization against career goals of staff and learning needs of students.

### **Specialist Audiologist, Australian Hearing (1999 to 2002)**

Orange and Adelaide Hearing Centres: Paediatric specialist, Acting District Manager, and clinical researcher.

### **Audiologist, Auckland Healthcare Services (1998 to 1999)**

Clinical service and clinical education at Green Lane Hospital, and National Audiology Centre, Auckland.

### **Consulting Audiologist, Cape Town, South Africa (1996 to 1998).**

Established adult literacy and community based audiology projects including early intervention within the Deaf Community and private sector.

### **Lecturer, Logopaedics, University of Cape Town / Groote Schuur Hospital (1988 to 1996)**

Undergraduate and postgraduate teaching and research supervision in audiology, coordination of clinical audiology training, development of community based audiology services in disadvantaged communities. Departmental and interdepartmental research within the Faculty of Medicine, UCT.

### **Audiologist: ENT Department, Groote Schuur Hospital (1987)**

Community based audiology services, clinical audiology, clinical education of university students of medicine and Logopaedics, supervision of hospital technical and nursing staff.

### **Clinician / Lecturer: Institute for Counselling, University of the Western Cape (1986)**

Hearing, speech and language assessment and intervention for children at risk in the community, as part of an interdisciplinary team, training of students enrolled in special education programmes, and provision of audiology and speech therapy services to students.

## **Education**

- 1985: Bachelor of Science (Logopaedics), Faculty of Medicine, University of Cape Town.  
Majors: Psychology, Speech Pathology, Audiology.
- 1993: Master of Science (Audiology) Faculty of Medicine, University of Cape Town.  
Thesis Title: Two Component Acoustic Reflex Measures as a Function of Probe Frequency.
- 2009: Doctor of Philosophy, Department of Linguistics, Macquarie University.  
Thesis Title: Patient – Professional Interaction in Clinical Settings in Audiology.

## **Professional Associations**

Independent Audiologists Australia  
Audiology Australia (Accredited Audiologist)  
International Society of Audiology  
Australasian Society of Association Executives

## **Awards**

Class medals awarded by the University of Cape Town for achieving the highest marks in an academic subject:

Audiology I (1983)

Audiology II (1984)

Audiology III (1985)

Speech Pathology II (1983)

Speech Pathology III (1984)

Harold Crossly Travel Grant (1995) awarded by the University of Cape Town.

Competitive General Staff Award, Macquarie University, 2007 awarded to support time release to undertake PhD studies.

Divisional Award, Division of Psychology and Linguistics, Group Award for Excellence awarded to the Audiology Clinic, November 2007.

Innovation Award, Macquarie University 2009, for project entitled: Patient-Professional Interaction in Clinical Settings in Audiology – Highly Commended.

## **Selected Publications**

Collingridge, L and Bassett, E. (in preparation) Beyond the Audiogram: Shared Decision Making in Clinical Practice.

Collingridge, L., Chow, J., Equinox, K. L., Frasca, S., Simmonds, R., Tomlins, M., & Wheeler, K. Uptake of home dialysis in younger adults: case studies that illustrate the multifaceted influence of home circumstances on dialysis decisions (under review)

Chow, J., Collingridge, L., Equinox, K. L., Frasca, S., Simmonds, R., & Tomlins, M. Multi-centre observational study of how financial considerations influence dialysis treatment decisions. Renal Society of Australasia Journal (to appear)

Chow, J., Collingridge, L., Equinox, K. L., Frasca, S., Simmonds, R., & Tomlins, M. (2016). Identifying Factors Associated with Uptake of Home Dialysis: Observational Study Methodology. Renal Society of Australasia Journal, 12(3), 93 - 98

Cheung, P. and Reynolds, L. (2005). Quantifying quality: lessons from the stakeholders of Audiology. In C. Hayward & E. Findlay (Eds). Proceedings of the 6th Australian Conference on Quality of Life. Deakin University at Toorak, Melbourne.

Aarons, D. and Reynolds, L. South African Sign Language: changing policies and practices in L. Monaghan, C. Smaling, K. Nakamura and G. Turner (Eds) *Many Ways to be Deaf: International Variation in Deaf Communities..*, Gallaudet University Press, Washington, 2002.

Ferguson, J. and Reynolds, L. The acoustic reflex at a 1000 Hz probe frequency: phasor and vector analysis. *The South African Journal of Communication Disorders*, Vol 42, 29 – 34, 1995.

Reynolds, L. and Morton, L.P. Acoustic reflexes at a high probe frequency: a phasor diagram approach. *The British Journal of Audiology*, 29, 144 – 152, 1995.

Reynolds, L. Philosophies and practices in Deaf education in the Western Cape, South Africa. *Signpost*, Vol 8 (2) 66 – 71, 1995.

Reynolds, L. and Morton, L.P. Direction of susceptance and conductance reflexes at a high probe frequency. *The South African Journal of Communication Disorders*. Vol 41, 85 – 92, 1994.

Morton, L.P, Reynolds, L., Rayner, B. and Zent, R. High frequency hearing thresholds in CAPD patients. *Advances in Peritoneal Dialysis*, vol 8, 150 – 152, 1992.

Morton, L.P. and Reynolds, L. High frequency threshold variations with age and industrial noise exposure. *The South African Journal of Communication Disorders*, Vol 38, 13 – 18, 1991.

### **Selected Presentations**

Collingridge, L. Beyond Type A: Immittance measures revisited. Beyond the Audiogram. Independent Audiologists Australia. Sydney, 4 – 5 October 2014.

Collingridge, L. Modelling Managing Expectations in Audiology Consultations. Applied Linguistics and Professional Practice, University of Technology, Sydney, 6 – 8 December 2014.

Collingridge, L. Audiologists as Determiners of Outcomes. Keeping in Touch: Graduates Conference, Australian Hearing, 16 – 18 April 2012.

Collingridge, L. “*Buying Hearing Aids in the 21<sup>st</sup> Century*”. Shhh AGM Guest Speaker. Turramurra, NSW. 17 March 2012.

Collingridge, L. “*The real cost of free hearing tests*”. Business Ethics in Rehabilitative Audiology. Audiological Society of Australia, NSW State Branch. 11 November 2011.

Collingridge, L. “*You get both of these for free*”: Uncovering traditions in billing for audiological services. Australian Association of Audiologists in Private Practice, Diagnosis and Management of Complex Audiological Conditions, Sydney Cochlear Implant Centre, Gladesville, 27 – 28 August 2010.

Adair, M. and Collingridge, L. Middle Ear Transmission in Otosclerosis and Stapedectomy Patients. Audiology Australia XIX National Conference, Sydney, NSW, 17 – 19 May 2010.

Collingridge, L. “You can start by telling me a little about your hearing”: a qualitative examination of the case history. Audiology Australia XIX National Conference, Sydney, NSW, 17 – 19 May 2010.

Collingridge, L. Patient – professional interaction in clinical settings in Audiology: lessons for our future as professionals. Audiology Australia, NSW Branch CPD Event, 26 November 2009.

Collingridge, L. Patient – professional interaction in clinical settings in Audiology A qualitative investigation with quantitative implications. AAAPP, Couran Cove, Queensland, Australia, 16 – 18 August 2009.

Collingridge, L. If you say it fast it doesn't hurt: patient professional interaction in discussing the cost of hearing aids – a qualitative investigation. Audiology Australia XVIII National Conference, Canberra, ACT, May 2008.

Collingridge, L. Communicating with other health professionals – how to talk the talk so others can walk it: Insights on how to better communicate hearing healthcare information to other healthcare professionals. Symposium: Audiology, it's YOUR Business. Audiology Australia, National Convention Centre, Canberra, May 2008.

Reynolds, L. and Bull, R. "For that price it should do the washing up as well": patient – professional interaction in hearing aid decisions. Somatechnics, Sydney, Australia, 19 – 21 April, 2007.

Reynolds, L. Someone here tried to flog my wife some hearing aids: patient – professional interaction in clinical settings in audiology. Communication in Medicine and Ethics, Cardiff, Wales, June 2006.

Reynolds, L., Cheung, P. and Bull, R. Stigma and cosmetic concerns as contributing factors in hearing aid selection and use amongst adults with acquired deafness. Body Modification Mark II, Macquarie University, Sydney, April, 2005.

Reynolds, L., Cheung, P., Bassett, E. and Blackwell, N. Multiple Perspectives in the Study of Mediated Professional – Client Interaction: The Case for Audiology: Presented at the 14th World Congress of Applied Linguistics, Madison, Wisconsin, USA, 28 July 2005

Cheung, P.Y.-Y., and Reynolds, L. Quantifying quality: lessons from the stakeholders of Audiology. 6<sup>th</sup> Australian Conference on Quality of Life, Deakin University at Toorak, Melbourne, 25 November 2004.

Reynolds, L. and Cristoloveanu, C. Multiple Frequency Immittance Measures: Basic Concepts and Clinical Applications, Audiology Society of Australia, Pre conference workshops, Brisbane, 2004.

Hill, M., Ching, T., and Reynolds, L. Assessing the effectiveness of Amplification in Real Life. XXVI International Congress of Audiology, Melbourne, Australia, 17 – 22 March 2002.

Reynolds, L., Morton, L., and Blechman, M. Hearing disorders in peritoneal and haemodialysis patients. SASLHA / Stellenbosch University Audiology Congress, 21 – 22 October 1993.

Morton, L., Reynolds, L., Rayner, B. and Zent, R. High frequency hearing thresholds in CAPD patients. Twelfth Annual Conference on Peritoneal Dialysis, Seattle, USA, 1992.

Reynolds, L. and Morton, L. Effect of noise exposure on high frequency hearing sensitivity. National Audiology Conference, combined ENT/Audiology session, Durban, 16 – 18 October, 1991.